



Hospitality Human Resources Management - HOSP 160

Hospitality Management Diploma

Course Outline

COURSE IMPLEMENTATION DATE: September 2018
OUTLINE EFFECTIVE DATE: September 2021
COURSE OUTLINE REVIEW DATE: April 2026

GENERAL COURSE DESCRIPTION:

This course will introduce the student to Human Resource Management in the Hospitality Industry and its effect on the success of the hospitality operation. Investigate innovative approaches to Human Resources to recruit and retain the most suitable candidates for the industry. The course focuses on the fundamental theories and practices necessary for success. It also investigates current challenges and trends as it relates to employment standards and employee relations.

Program Information: This course is required for the completion of the Hospitality Management Diploma.

Delivery: This course is delivered face to face.

COTR Credits: 3

Hours for this course: 45 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	45

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-Job Experience	
Formal Work Experience	
Other	
Total	N/A

Course Outline Author or Contact:

Anna-Marie Rautenbach, MBA, CHE

Signature

APPROVAL SIGNATURES:

Department Head
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Department Head Signature

Dean Signature

EDCO

Valid from: September 2021 – April 2026

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: A minimum of C- (55%) in either ENGL 100 or COMC 101 or COMC 110.

Co-requisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Student should also contact an academic advisor at the institution where they want transfer credit.

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Hayes, D., K., Ninemeier, J., D. (2016). Human Resources Management in the Hospitality Industry. 2nd Edition. Wiley.

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

Upon the successful completion of this course, students will be able to

- describe the importance of human resource management practices to organizational effectiveness, especially as they relate to the hospitality industry;
 - examine traditional organizational structures, appropriate to the hospitality industry and be familiar with the common job positions;
 - identify and explain the human resources cycle and how it is affected by labour market conditions;
 - perform job analyses by evaluating job descriptions and observing employee performing tasks;
 - discuss the performance management process, and identify how it relates to employee motivation;
 - explain the importance of career development programs, coaching and team building as part of human resources management;
 - investigate current compensation and benefit practices, as they relate to the hospitality industry, and perform basic calculations of employee cost;
 - summarize occupational and work safety requirements as it relates to all employee positions relevant to the hospitality industry;
 - be familiar with current work conditions, including harassment-free environments, as it relates to provincial standards; and
 - explain the role of Human Resource Managers in a unionized organization.
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COURSE TOPICS:

- General human recourse (HR) practices
 - Departmental responsibilities
 - Current HR trends in the service industry
 - Multi-cultural environment
 - Ethical concerns
 - BC employment law & standards
 - Departmental policies and procedures
- Employees planning
 - Organizational structure
 - Job analysis
 - Job descriptions

- Recruitment cycle
 - Recruitment methods
 - Preparing for the job interview
 - Interview process
 - Selecting the candidates
- Employee cycle
 - Orientations and onboarding
 - Employee development
 - Training evaluation
 - Performance evaluation
 - Termination procedure
- Compensation and benefits
 - Effect on employees retention
 - Mandatory compensation and benefits
 - Optional benefits
 - True cost of employment
- Occupational and work safety requirements
 - Policies and procedures
 - Strategies to maintain a optimal workplace
 - Harassment-free environment
 - Provincial standards for occupational health and safety
- Unions
 - Role of unions
 - Union activities

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT (Face-to-Face Delivery):

Assignments	% of Total Grade
Class discussion and participation	10%
Job design and compensation assignment	20%
Performance measurement assignment	20%
Midterm Exam	25%
Final Exam	<u>25%</u>
Total:	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A course grade of "C-" or better is required for credit towards a diploma in Hospitality Management.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.